

The Contractor shall have the capability to track and report on transactions conducted outside the authorizing county by California cardholders.

Meets Requirement: Yes _____ No _____

Reference Document: _____ Page(s) _____

Description: _____

6.6.4 Transaction Messaging

The Contractor shall use the ISO 9510 message format, modified for EBT. Message format shall comply with Federal regulations and Quest Operating Rules.

Meets Requirement: Yes _____ No _____

Description (if any): _____

6.6.5 Transaction Processing Performance Standards

Per FNS regulations, the Contractor shall maintain an accuracy standard of no more than two (2) errors per 10,000 transactions processed.

For leased lines, 98% of EBT transactions shall be processed within 10 seconds, and all EBT transactions shall be processed within fifteen (15) seconds. For dial-up systems, 95% of the EBT transactions shall be processed within fifteen (15) seconds, and all EBT transactions shall be processed within 20 seconds. Processing response time shall be measured at the POS terminal from the time the "enter" key is pressed to the receipt and display of authorization or denial information.

The Contractor shall install network-monitoring tools to accurately report EBT network performance. The Contractor shall also monitor disk, CPU, DASD, ARU, and direct-connect terminal usage. The Contractor shall provide details for resource forecasting and demonstrate performance monitoring tools and reports to the State prior to EBT operations. The Contractor shall provide performance-monitoring reports and projected areas for upgrades to federal, State and county representatives upon request. The State shall review the Contractor and third party response times for purposes of determining whether response time requirements are being met.